WHY CHOOSE FPT

30 countries & territories
Presence in

$1.22B revenue
in 2024

75% revenue
from Transformation Services

33,000+
employees

20+ year
of experience

STRONG HYPER AUTOMATION FOUNDATION

5000+
Certified Cloud Resources (Azure, AWS, GCP)

900+
Certified SAP Resources (#1 in ASEAN)

1,100+
Certified Data and AI Resources

500+
Certified RPA/Automation Developer

EXPLORE OUR EXTENSIVE PARTNER NETWORK

aws · Google Cloud · Azure · DASSAULT SYSTEMES · data iku

Microsoft · Microsoft 365 · Dynamics 365 · SAP · Fivetran

snowflake · Anaplan · NVIDIA · Builder.ai

software AG · databricks · LandingAI

OUR SPECIALIZED AI-BASED SOLUTIONS

Zero Ops Cognitive Service Desk Journey

AIOps – Intelligent IT Services Management

XLA Orchestration

About FPT

FPT Corporation (FPT) is a globally leading technology and IT services provider headquartered in Vietnam and operates in three core sectors: Technology, Telecommunications, and Education. Over more than three decades, FPT has consistently delivered impactful solutions to millions of individuals and tens of thousands of organizations worldwide. Committed to elevating Vietnam's position on the global tech map and delivering world-class AI-enabled solutions for global enterprises, the Corporation focuses on five strategic areas: Artificial Intelligence, Automotive, Semiconductor, Digital Transformation, and Green Transformation. In 2024, FPT reported a total revenue of USD 2.47 billion and a workforce of over 54,000 employees across its core businesses.

For more information about FPT's global IT services, please visit
https://fptsoftware.com/

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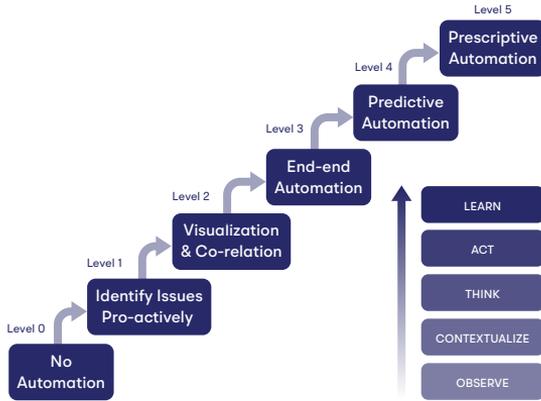sebastien1@fpt.com
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FPT

FPT AIOPS

Transform Your IT Operations with *AI-Driven Automation*

www.fptsoftware.com

AIOPS MATURITY – WHERE DOES YOUR BUSINESS STAND?

While the promise of AIOps is transformative, most businesses today are at a low level of maturity in their AIOps journey. The evolution typically follows these five stages:

Level 5 Prescriptive Automation
Level 4 Predictive Automation
Level 3 End-end Automation
Level 2 Visualization & Co-relation
Level 1 Identify Issues Pro-actively
Level 0 No Automation

LEARN
ACT
THINK
CONTEXTUALIZE
OBSERVE

According to a 2022 survey, 29% of businesses were still exploring AIOps and its potential, while 26% still did not use AIOps at all. Only 6% had implemented AIOps systemically, and just 4% had achieved organization-wide transformation through AIOps .

Source: Statista

TAKING THE NEXT STEP: ELEVATE YOUR AIOPS STRATEGY

With FPT, it's time to take flight and propel your IT operations into the future.
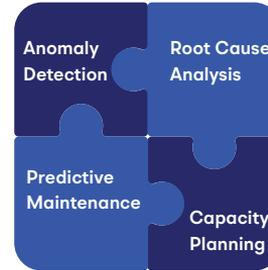
50% Faster Business Agility	30+ Point Improvement in Customer Experience (NPS)
Resilience Maturity: Level 3 -> 5	Multiply productivity by 2 to 5 times

FPT – YOUR PARTNER IN AI-DRIVEN OPERATION

FPT's AIOps service leverages advanced AI to transform how businesses manage their IT operations. Our AIOps solutions provide:
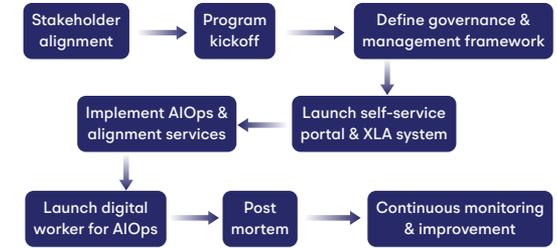
Anomaly Detection
Root Cause Analysis
Predictive Maintenance
Capacity Planning

1 Anomaly Detection
- Automatically identify and remediate issues
- Self-healing* capability minimizes downtime and ensures continuous operation without manual intervention.

2 Root Cause Analysis
- Determine the relationships and dependencies that point to the root cause of a problem.

3 Capacity Planning
- Dynamically allocate resources based on real-time demand and workload characteristics
- Scaling up or down virtual machines, containers, or server less functions to optimize performance and cost efficiency automatically.

4 Predictive Maintenance
- Detect patterns or signs that precede equipment failures
- Schedule repairs at optimal times, reducing unplanned downtime and extending the lifespan of their equipment.

Platforms

puppet labs | CHEF | Terraform | ANSIBLE | SWARM
SALTSTACK | Pulumi | openstack | kubernetes

YOUR AIOPS JOURNEY WITH US

When you partner with FPT, we guide you through a comprehensive journey to achieve full AIOps maturity

Stakeholder alignment → Program kickoff → Define governance & management framework
Implement AIOps & alignment services ← Launch self-service portal & XLA system
Launch digital worker for AIOps → Post mortem → Continuous monitoring & improvement

DEEP DIVE INTO KEY AI MODE COMPONENTS

FPT's AIOps solution is powered by advanced AI models that deliver value across the IT operations lifecycle. Let's explore some of the key components:

Anomaly Detection
AIOps monitors data from your systems and applications in real-time, using AI to detect issues early, preventing problems before they escalate.

Root Cause Analysis
AIOps uses AI to pinpoint the root cause of issues by analyzing event sequences and identifying dependencies, speeding up resolution.

FPT

Predictive Maintenance
AI models predict when maintenance is needed by analyzing past and current data, helping you avoid unexpected downtime and optimize repair schedules.

Capacity Planning
AIOps analyzes data trends and growth patterns to predict future demand, ensuring you can scale resources efficiently and cost-effectively.